

**VIA FACSIMILE NO.: 703-872-9306**

File No.: SWA01 P-105A

April 13, 2005

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****In re Application of:****Alan G. Doherty et al.****Filed:****April 8, 2004****Serial No.:****10/820,670****Title:****METHOD AND SYSTEM FOR  
FACILITATING  
TELECOMMUNICATIONS SERVICE  
PROVISIONING AND SERVICE  
ASSURANCE****Examiner:****Harry S. Hong****Group Art Unit:****2642****Customer No.:****28101****RECEIVED  
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Sir:

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1. AMENDMENT (3 pages)
2. TERMINAL DISCLAIMER (5 pages)

YOU SHOULD RECEIVE A TOTAL OF NINE (9) PAGES.

Dated: April 13, 2005.



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**AMENDMENT**

In response to the Office Action dated January 13, 2005, please amend the  
above-identified patent application as follows:

**Amendments to the Specification begin on page 2 of this paper.**

**Remarks/Arguments begin on page 3 of this paper.**